

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF CITIZENS)	
TELECOMMUNICATIONS COMPANY OF)	CASE NO. CTC-T-05-4
IDAHO DBA FRONTIER)	
COMMUNICATIONS OF IDAHO'S TARIFF)	
ADVICE NO. ID-05-06 TO IMPLEMENT)	
ELECTRONIC BILLING AND PAYMENT)	ORDER NO. 29893
SERVICE FOR RESIDENTIAL)	
CUSTOMERS.)	

On August 29, 2005, Citizens Telecommunications Company of Idaho dba Frontier Communications of Idaho ("Frontier") electronically filed Tariff Advice No. ID-05-06. This tariff advice proposes to introduce a new residential service called Electronic Bill Presentment and Payment. With this optional service, customers would receive and pay their monthly Frontier telecommunications bills on-line.

THE TARIFF ADVICE

Frontier proposed that residential customers could choose to receive an e-mail notifying them when their bills are available to be viewed via Frontier's website. The electronic bill would include the same information as currently provided to customers on their paper bills as well as billing messages and inserts normally included with the paper bills. Electronic billing customers would be able to pay their monthly bills via credit card or electronic withdrawals from checking accounts.

Frontier also proposed that after registering for the electronic billing service, customers would receive both paper and electronic bills for two billing cycles. After two billing cycles, customers could discontinue their mailed paper bills and simply receive the electronic bills. Customers discontinuing their monthly paper bill will not be charged for participating in the electronic billing service. On the other hand, customers who continue to receive both paper bills and electronic bills would be charged \$2.00 per month.

The Commission Staff generally supported providing customers with the option of viewing and paying for telecommunication services on-line. Staff recognized that the electronic billing service provides additional convenience and service to customers while potentially

reducing Frontier's costs of preparing and mailing paper bills. However, Staff questioned the \$2.00 monthly rate for receiving both written and electronic bills.

DISCUSSION AND FINDINGS

The Commission compliments the Company for proposing an on-line billing service. We find that electronic billing and payment options expand customer convenience and may result in reduced costs and improved efficiencies for the Company. However, we find that imposing a fee after only two trial billing cycles may not allow sufficient time for customers to adequately determine whether they no longer wish to receive paper bills. We find that the electronic billing option should be offered without incurring a fee if the customer elects to continue to receive a paper bill. We direct Frontier to offer the electronic option without a fee and to provide the Commission with a report in 12 months outlining its experience with this new service. At that time, the Company may propose to impose a fee on electronic billing customers who continue to receive paper bills if it believes that it is warranted by its experience with the program.

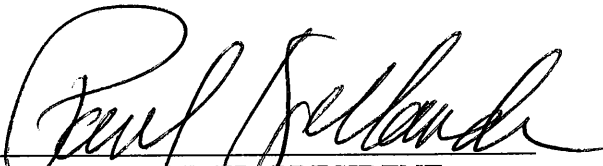
ORDER

IT IS HEREBY ORDERED that Frontier's advice letter No. ID-05-06 is approved conditioned upon the elimination of the \$2.00 monthly fee for customers who continue to receive both a paper and electronic bill.

IT IS FURTHER ORDERED that 12 months after Frontier implements its electronic billing service, it provide a report to the Commission reporting on its experience with this new service.

THIS IS A FINAL ORDER. Any person interested in this Order may petition for reconsideration within twenty-one (21) days of the service date of this Order. Within seven (7) days after any person has petitioned for reconsideration, any other person may cross-petition for reconsideration. See *Idaho Code* § 61-626.

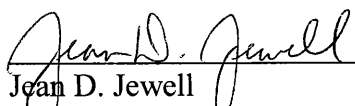
DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 17th
day of October 2005.


PAUL KJELLANDER, PRESIDENT


MARSHA H. SMITH, COMMISSIONER


DENNIS S. HANSEN, COMMISSIONER

ATTEST:


Jean D. Jewell
Commission Secretary

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